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Office of the Governor
Annual Accountability Report 1996-97

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Office of the Governor

Annual Accountability Report

July 1, 1996 through June 30, 1997

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Budget & Control Board
OFFICE OF STATE BUDGET

EXECUTIVE SUMMARY

During fiscal year 1996-97, the Office of Executive Policy and Programs worked collaboratively with other state agencies and entities, through its thirteen divisions, to provide various services to the citizens of South Carolina. Under the direction of Governor David M. Beasley, the Office of Executive Policy and Programs emphasized governmental accountability and development of strategies that recognized the family as the foundation of society. Given this precept, priority was given to the agency's programs in the following order: (1) children's services; (2) educational services, programs for the economically and socially disadvantaged, programs for the aged, and services to victims of crime; (3) health care, human services, small and minority businesses, and programs for veterans and their dependents; and (4) women's issues, ombudsman and citizen services, and volunteer activities.

Children's services included representing abused and neglected children in family court, coordinating activities of public and private foster care, and coordinating services to emotionally disturbed children. As advocates of abused and neglected children within the South Carolina Family Court system, the Guardian ad Litem Program accomplished several goals and objectives to ensure that these children were placed in safe, stable and permanent homes. Measures taken to achieve these outcomes included increasing the frequency of contacts with children and families; increasing the number of available guardian ad litem volunteers; and ensuring that these volunteers were adequately trained and supervised. Similarly, the Division of Foster Care Review provided an external system of accountability and advocacy for children and their families with the goal of permanent placement. During this reporting period, over 8,000 children were touched by the foster care system. Through more than 15,000 hours of intensive case management, the Continuum of Care for Emotionally Disturbed Children improved the lives of children who have emotional and behavioral disorders. While increasing the number of filled client slots by 10% over fiscal year 95-96, the Continuum of Care enhanced the functioning of children and their families so that either no public services or less intensive services were required.

The Office of Executive Policy and Programs developed and researched educational policy, assisted the economically and socially disadvantaged, provided programs for the aged, and provided aid to victims of crime. In addition to its primary mission, which is research and development of policy for higher and public education initiatives, the Division of Education, through collaboration with the Employment Security Commission, ensured all students accrued the benefits of education, gained practical work experience and were empowered to choose and fully participate in education leading to secure and productive positions in the workforce and community. Further, the division coordinated efforts to recruit, train, place and retrain women for non-traditional employment. The Division of Economic Opportunity administered federal grants and contributed funds to operate programs under grants providing assistance to economically and socially disadvantaged citizens of South Carolina. During fiscal year 1996-97, nearly 50,000 citizens received emergency assistance, over 1,500 received supplemental dietary provisions, and over 50,000 households received assistance with heat and energy bills. The Division of Victim Assistance met the critical needs of crime victims and their families by

coordinating responsive statewide services and benefits. Compensation requests increased 26% over the prior fiscal year, 30,000 crime victims received support through Solicitors' Victim Advocates, and thousands of children victimized by criminal abuse and neglect received case advocacy services and support.

The agency coordinated programs in the areas of health care, human services, small and minority businesses, and also coordinated services to veterans and their dependents. Through policy development and inter-agency programmatic planning and coordination, the Division of Health and Human Services assisted in the implementation of programs to improve the health and social status of South Carolinians. Specifically, the program for Maternal, Infant and Child Health facilitated over 25% of children in out-of-home placements receiving mental health evaluations and physical examinations, initiated a teen pregnancy prevention task force in four counties, and participated in the distribution of 13,000 bike helmets to children. The Division of Veterans Affairs provided individual assistance to over 5,000 veterans, widows and orphans, in filing, developing, presenting and prosecuting claims for benefits. Additionally, this division provided quality training and support to the 46 County Veterans Affairs Offices in the State.

Finally, the agency coordinated services related to women's issues, ombudsman services and volunteer activities. Through an enhanced referral and resource system, the Governor's Office Commission on Women guided women with specific needs to appropriate agencies or organizations in seeking assistance and information. Similarly, the Division of Ombudsman and Citizen Services delivered constituent services through an information and referral system, and the division specifically investigated child abuse and neglect allegations and participated in interagency staffings to redefine children's services.

In conclusion, the Office of Executive Policy and Programs recognized the importance of cooperative efforts with other state agencies and entities for the betterment of the State, and much of the agency's success during fiscal year 1996-97 could not have been achieved without this cooperation. The agency remains committed to improving efficiency, effectiveness and equity in the delivery of services to the citizens of South Carolina.

MISSION STATEMENT

The Office of Executive Policy and Programs administers various programs under the auspices of Executive Control of State. These programs include representing abused and neglected children in family court, coordinating activities of public and private foster care, and coordinating services to emotionally disturbed children. The Office provides educational policy development and research, assistance to the economically and socially disadvantaged, programs for the aged, and aid to victims of crime. Additionally, the Office coordinates programs in the areas of health care, human services, small and minority businesses, and coordinates services to veterans and their dependents. Finally, the Office coordinates services related to women's issues, ombudsman services and volunteer activities.

DIVISION OF GUARDIAN AD LITEM

Kathryn L. Heinen, Director

Mission Statement

The Guardian ad Litem Program is a public service oriented division of the Office of the Governor. Its mission is to recruit, train and supervise volunteers who will work as advocates for abused and neglected children in the South Carolina Family Court system.

Program Description

The Guardian ad Litem Program was created, in part, as a proactive response to Title 20, Chapter 17, Article 3, Section 110 of the Code of Laws of South Carolina, which requires a guardian ad litem be appointed by the Family Court to all children involved in abuse and neglect proceedings. Subsequently, in 1988, the South Carolina Legislature passed Sub-article 4 of the Children's Code, which mandated the existence and operation of the Program. The Program is to increase public awareness of the issues related to child abuse and neglect while illustrating the value of volunteer service to the State's disadvantaged children and the child welfare system. Additionally, the Program works collaboratively within the Governor's Office on the development of policy concerning child advocacy and child maltreatment issues.

Program Cost

FY96/97

Allocation of State Funds	\$1,162,479
Allocation of Federal Funds.....	111,288
Allocation of Other Funds.....	830,850
TOTAL ALLOCATION.....	\$2,106,417

Goals and Objectives

To provide children requiring the services of a Guardian ad Litem with quality volunteer representation.

- a) Maintain fundamental program operations and activities
- b) Actively solicit community involvement in child abuse neglect judicial proceedings

Performance Measure: Representation Statistics

Workload FY96/97

Number of cases assigned:	1,456
Number of cases closed:	1,657
Number of cases not assigned:	493
Total Number of children represented	6,142
Number of court hearings attended	5,898

Performance Measure: Training Statistics

Workload FY96/97

Number of Pre-service Trainings:	62
Number of Volunteers Trained:	380
Number of In-Service Trainings:	81
Number of Guardians Attending:	899

At the close of FY96/97 the Guardian ad Litem Division had an active caseload of 2,821 representing approximately 5,566 children. The number of volunteers assigned to cases was 1,160 on June 30, 1997. It is estimated that the Guardian ad Litem Program provided 153,487 hours of volunteer services for the State's maltreated children during FY96/97.

DIVISION OF FOSTER CARE REVIEW

Susan B. Bowling, Director

Mission Statement

The Division of Foster Care Review provides a system of accountability and advocacy for children and families involved with the foster care system. The Division operates pursuant to Section 20-7-2376 *et seq.*, of the South Carolina Code of Laws, 1976, as amended. The mission of the Division is to review children in public foster care to assess efforts made for permanent placement so children do not linger in the foster care system; to monitor compliance with federal requirements set forth in Public Law 96-272; to report to the Department of Social Services and other adoptive or foster care agencies any deficiencies in these agencies' efforts to secure permanent homes for children; to report to the Family Court on the status of court ordered treatment plans and services; to maintain a separate quality assurance review process for foster children in therapeutic placements funded by Medicaid, as per contract with the Department of Health and Human Services; and to make recommendations to the General Assembly with regard to policies, procedures, and deficiencies of agencies which arrange for foster care of children.

Funding:	State Appropriated Funds	690,627
	Other Funds - IV-E	99,245
	Other Funds - Medicaid	<u>165,858</u>
	TOTAL	\$955,730

Goal I:

To review the cases of children in public foster care to determine what efforts have been made by the supervising agency to acquire a permanent home for each child and to provide compliance with PL 96-272.

Objectives:

- To review the case of each child in foster care after four months in care and every six months thereafter;
- To determine the need for and appropriateness of foster care placements;
- To determine the extent of compliance with the stated case plan and the court ordered treatment plan;
- To determine the extent of progress made toward alleviating or eliminating the factors necessitating placement;
- To advise foster parents who come before the Review Board of their right to petition the Family Court for termination of parental rights and adoption;
- To report monthly, quarterly and annually to the South Carolina Department of Social Services and other adoptive or foster care agencies any deficiencies in the agencies' efforts to secure permanent homes for children;
- To report to the Family Court on the status of court ordered treatment plans subsequent to each child's review; and,
- To make recommendations in an annual report to the General Assembly with regard to foster care policies, procedures, and practices of public and private agencies which arrange foster care of children.

Performance Measures (FY 1996-97)**Workload:**

Total Reviews Conducted	8,967
Total Children Reviewed	5,078
Total Review Board Meetings	420
Total Recommendations Issued	8,967

Average Number of Children Reviewed Per Meeting	12
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Total Participants as Interested Parties at Child Reviews	16,550
Birth Parents	2,381
Foster Parents	2,401
Children	784
Guardians ad Litem	4,581
Other Parties	6,403

Total Active Local Board Members	170
Total Volunteer Hours	10,016
Total New Board Members Attending Orientation Training	22
Total Board Members Attending Chairperson Training	36
Total Board Members Attending Certification Training	15
Total Board Members Attending Regional Training	96
Total Referrals for Case Follow-Up Initiated By Staff	1,439
Administrative Referrals	751
Legal Referrals	563
Medicaid Referrals	125
Total External Training Programs/Public Speaking	
Engagements Conducted	24
Department of Social Services	14
Foster Parent Associations	2
Civic/Church Groups	8

Outcomes:

-Total percentage of children reviewed during FY96-97 who were reported and scheduled by the Department of Social Services	100%
-Total percentage of recommendations for reviews conducted during FY96-97 that were sent to the Family Court and the supervising agency	100%
-Total percentage of statistical reports and case recommendations sent to County Directors following each review	100%
-Total percentage of quarterly statistical reports summarizing Review	
-Board findings sent to Department of Social Services	100%
-Total percentage of child reviews with systemic deficiencies cited (Violations of statute or agency policy)	48.1%
Average length of time in care for children leaving care FY96-97	2.5 years

Goal II:

The goal of the Medicaid Review System is to ensure that placements of emotionally disturbed Medicaid eligible individuals under the age of twenty-one (21) in residential treatment are appropriate; that the level of care provided to each child is offered in the least restrictive environment appropriate to meet the child's treatment needs; and that permanent plans are incorporated into treatment objectives.

Objectives:

-To continue the Medicaid Quality Assurance review process within the current structure of the Foster Care Review Board and through the Interagency System for Caring for Emotionally Disturbed Children (ISCEDC);

-To monitor every six (6) months all children in public foster care residing in therapeutic placements to track the progress made toward achievement of case management goals and a permanent plan for each child;

-To conduct quality assurance reviews on a sample of Medicaid eligible children determined by referrals and random selection in order to assess; 1) the continuing appropriateness of treatment; 2) the level of communication between entities involved in service provision for the child; and, 3) the need for continued services; and,

-To submit monthly summary reports and one annual report utilizing statistical and programmatic information to the Department of Health and Human Services.

Performance Measures (FY 1996-97)**Workload:**

Total Medicaid Reviews Conducted	1,153
Total Individual Assessments/Referrals	103
Total Referrals from Local Boards	127
Total Therapeutic Facilities Visited	19
Total Program Assistance Team Site Visits	17
Total State Management Team and related meetings	38

Outcomes:

-Total percentage of case referrals assessed during FY96-97	100%
-Total percentage of monthly statistical reports and summaries sent to the Department of Health and Human Services as per contract	100%
-Total percentage of children assessed in individual Medicaid staffings who required residential treatment services	95%
-Total percentage of children assessed in individual Medicaid staffings who were placed at an appropriate level of care	84%
-Total percentage of children assessed in individual Medicaid staffings whose placements were meeting their current needs	**62%
-Total percentage of children reviewed in individual Medicaid staffings with deficiencies noted. (Areas of Concern: communication, delivery of services, discharge planning, medication monitoring, permanency planning; treatment planning and visitation)	50%

**Sufficient information to determine appropriateness of placement was not available for 24 (23%) of the 103 children assessed.

DIVISION OF CONTINUUM OF CARE

Timothy D. Harbeson, Director

Mission Statement

The mission of the Continuum of Care Division of the Governor's Office is to develop and enhance the delivery of services to severely emotionally disturbed children and youth in South Carolina and to ensure that the special needs of this population are appropriately met.

Inter-Agency Cooperative Efforts

Because of its dual focus on client services and system of care development, the Continuum recognizes the inter-dependent relationships among human services agencies and thus participates in many inter-agency initiatives. Some of these initiatives include:

- Participating in the Health & Human Services Coordinating Council; the Maternal, Infant, and Child Health Council; and the South Carolina Information Resources Council.
- Assisting in the development of a single application for consumers of human services.
- Seeking ways to improve our processes by being active participants in the State Quality Network.
- Ensuring availability and quality of support services for emotionally disturbed children by working with other agencies to develop contracts for services and monitor quality of support of service providers.
- Ensuring the availability and quality of residential services for emotionally disturbed children services by leading the state's efforts to develop contracts and monitor quality of residential services providers.

Program Description

The Continuum provides intensive case management and coordination services for its clients and ensures that a comprehensive individualized plan is put into place for each child. It purchases, when necessary, treatment and support services for clients when such services are not available from the public sector. The Continuum strives to provide treatment and supportive services which enable emotionally handicapped pupils to benefit from special education. Furthermore, the Continuum seeks to ensure that a continuum of services is available in the state to meet the needs of emotionally and behaviorally disturbed youth. It develops contracts with providers for needed services and continually monitors the quality, cost, and utilization of those services.

Program Cost

The cost for administering the Continuum of Care was \$10,249,967. The funds for the program came from the sources listed below:

Fund Source	Expended FY96-97
Education Improvement Act Appropriation (See note)	\$6,929,663
General Funds	\$1,710,240
Medicaid Case Management Funds	\$1,140,240
Department of Mental Health Patient Fees	\$293,037
Supplemental Security Income (SSI)	\$115,274
FY95-96 Carry Forward	\$61,513
Total	\$10,249,967

Of the \$6.9 million Education Improvement Act appropriation to the Continuum, \$3.4 million was transferred to the Department of Social Services for children in the Managed Treatment Services area.

Program Goals and Outcomes

1) Maximize The Use Of Available Services And Resources To Serve SED Children In S.C.

- Provided case management services to 257 clients.
- Increased the number of filled client slots by 10% over FY95-96 with no additional state funds.

2) Provide Intensive Case Management Services To SED Children And Their Families

- Conducted 218 assessments for applicants on the waiting list.
- Increased the average amount of case management per client by 137% for Level III clients and 279% for Level II clients.
- Provided over 15,000 hours of case management.
- Each client received two organized inter-agency treatment planning meetings each year. Local school districts involved with the clients were invited to attend these meetings.
- A survey of families found that 87% of families are very involved in their child's treatment planning.
- Conducted 7 family forums.
- Sent a survey to 100% of all families and received a 47% response rate. When asked to give the Continuum a letter grade, 82% gave an A or B.
- Audited a sample of 35% or 91 case records to ensure compliance with Medicaid standards and the Continuum's quality of care standards. The Division's quality assurance efforts have resulted in a better than 99% accuracy of Continuum records as determined by Department of Health and Human Services reviews.

3) Provide Services To Enhance The Functioning Of Clients And Families

- Purchases \$3,353,483 in case services for clients.
- Initiated 1,146 requisitions during the year. This number represents a 63% increase over the previous fiscal year. This increase is due in large part to a provider rate change which necessitated reinitiating many requisitions. But the increase can also be attributed in part to a decreasing reliance on residential services to meet the needs of clients, and an increase in a focus on community based services.
- Worked to develop a set of measures of client functioning and severity of dysfunction. These measures will be the basis for analysis in future annual reports.

- Nearly all clients are enrolled in school or in an education program. This year 86% were enrolled, slightly less than last year's 89%.
- Three of four, 75%, of clients receive special education services due to their emotional handicap. The same proportion received special education services last year.
- The Continuum tracks several types of "critical incidents" through its client information system. A review of this data found that the occurrence rate (# of events / # of clients) remained stable or declined over several years for most measures. Suicide is attempted by 1% to 4% of clients. Crisis stabilization placements are needed for about 5%, a proportion which has declined from about 11%. Hospitalizations occur for 6% of clients, a proportion which has declined from about 13%. Abuse reports have remained steady at about 6% to 7%. Criminal behavior reports have decreased from the mid 20% level to 11%. Runaway reports have declined significantly and now occur at a rate of 21%.

4) Support And Serve Clients In The Least Restrictive, Most Cost Effective Manner.

- Consistently moved clients into less restrictive placements. For every hundred clients moving to a more restrictive placement, one hundred forty moved to a less restrictive placement.
- Moved clients home more often than moved clients out of their home. For every hundred clients moving from home, one hundred sixty moved back home.
- Increased the ability of the Continuum to access appropriate services through local school districts and the Department of Juvenile Justice.
- Trained staff in special education law and processes.
- Implemented a level of care protocol to ensure clients are in the least restrictive placement possible.

5) Expand And Enhance Services Available To Emotionally Disturbed Children In SC

- Three comprehensive Requests for Proposals (RFP) were issued jointly with other state agencies. One RFP was to develop and enhance residential services (high and moderate management group care, therapeutic foster care, supervised independent living, respite and crisis stabilization). Another RFP was to develop and enhance the availability of residential treatment facility services. The third RFP was to develop and enhance community based wrap-around services. One hundred-fifteen providers were placed on the qualified provider list.
- The Continuum of Care certified 10 residential programs to be enrolled as providers of Medicaid reimbursable services.
- The Continuum of Care performed over 215 monitoring and technical assistance visits to providers of residential programs and community-based wrap around services.
- Conducted 45 unannounced monitoring visits to providers of high and moderate care group homes and supervised independent living programs.
- The Continuum of Care provided information and consultations on programs to sister state agencies during 16 scheduled meetings and over 300 telephone calls. This facilitated the flow of information to and from agencies on provider issues.

DIVISION OF EDUCATION

Carol A. Stewart, Director

Mission Statement

The Division of Education is responsible for research and development of policy on higher and public education initiatives and legislation for the Governor. The Division serves as the Governor's liaison for all education issues to the State Department of Education, Senate and House Education Committees, National Governors' and Southern Governors' Associations, the State Board for Technical and Comprehensive Education, the Commission on Higher Education and adult education programs throughout the state. Division staff represent the Governor on numerous education-related Boards, Committees, and Commissions as well as interagency task forces. The Division directs all constituent services involving education issues. The Governor's Division of Education serves as liaison to the Governor's School for the Arts, the Governor's School for Science and Mathematics and the Governor's School at the College of Charleston; the central point of contact for the Governor's Mathematics and Science Advisory Board, South Carolina School-to-Work Advisory Council, and the South Carolina Education Goals Panel; and as liaison for cultural affairs to the South Carolina Arts Commission, the State Museum, the State Library, and the Department of Archives and History.

Funding: FY95-96 (\$937,900); FY96-97 (\$957,797) (see below)

Planning: Given the mission of the Division, which is service rather than program driven, the planning process is short-term rather than long-range.

Job Training Partnership Act (JTPA): School-to-Work State Coordinator FY97

Authority:

A grant exists with the South Carolina Employment Security Commission to fund this position.

Mission:

To ensure all students accrue the benefits of education, gain practical work experience and are empowered to choose and fully participate in education that will lead to a secure and productive position in the workforce and community.

Goals:

To ensure that collaboration, coordination and implementation of School-to-Work is established to forge a systematic change for educational reform in collaboration with economic and workforce development.

Objectives:

Operate a functional management structure to include the State Department of Education, Employment Security Commission and State School-to-Work Advisory Council.

Involve all School-to-Work stakeholders and routinely communicate School-to-Work information to all participants in the system.

Cooperative Efforts:

The School-to-Work Office, Education Division of the Governor's Office collaborates with the State Department of Education and the Employment Security Commission who are charged by law to administer the School-to-Work program in South Carolina.

DIVISION OF ECONOMIC OPPORTUNITY

Douglas O. Keisler, Director

Mission Statement

The Division of Economic Opportunity was created by the Community Economic Opportunity Act of 1983, to administer and distribute federal funds for the implementation of Title VI, Public Law 97-35. The Division administers federally funded programs which provide assistance to the low income citizens of the State. Programs administered are designed to address immediate needs, supplement limited income and work toward decreasing or eliminating the causes of poverty.

Program Name

Community Services Block Grant (CSBG)

Goal

Provide numerous community services, including emergency assistance, that address the needs of the State's low-income population.

Funding

Federal, FY 1997 \$7.5 million

Outcome

During the FY 1996 program year, approximately \$5.4 million was expended providing services to 47,149 eligible citizens.

Program Name

Community Food & Nutrition (CFN)

Goal

Provide food and/or information on nutrition

Funding

Federal, \$36, 149 during FY 1996

Outcome

A total of 1,553 individuals received either food or nutrition information

Program Name

Low Income Home Energy Assistance (LIHEAP)

Goal

To address the energy assistance needs of low income households in three areas- supplemental heating assistance, emergency assistance and weatherization assistance.

Funding

\$7.6 million FY 1997

Outcome

Statewide 50,247 households received supplemental energy assistance, crisis assistance served an additional 4,417 households. Funding to supplement the weatherization program should allow for 675 dwellings to receive measures.

Program Name

Low Income Weatherization Assistance Program

Goal

To decrease the energy burden of low income households through the installation of measures on their dwellings that reduce air infiltration.

Funding

Federal \$2.4 million (including funds referenced under LIHEAP). Other \$700,000 utility.

Outcome

To weatherize the dwellings of at least 1,071 low income households averaging no more than \$1,959 in federal funds per dwelling.

Program Name

Emergency Shelter Grants Program (ESGP)

Goal

To address the needs of the State's homeless population and homeless prevention.

Funding

Federal, \$1,105,000 FY 1997

Outcome

Through grants with local providers, housing, assistance and counseling is provided to the State's homeless and potentially homeless population. During the FY 1996 program, 23,943 individuals received assistance.

Program Name

Project SHARE

Goal

To supplement federal funding for the energy assistance and weatherization programs.

Funding

Utility \$1,000,000 (Approximate)

Outcome

Through subscriber and corporate contributions, the energy assistance crisis components and weatherization programs will be supplemented. During the FY 1997 fiscal year programs over 3,500 households will benefit from these contributions.

DIVISION OF AGING

Constance Rinehart, Director

Goal:

The goal of the Office on Aging is: to provide a comprehensive array of prevention and early intervention services at the local level to delay premature institutionalization of older South Carolinians; to resolve complaints on behalf of residents of long term care facilities; to provide information and services that enable older South Carolinians to make choices that promote independence, dignity, and quality of life. Services are provided through the statewide Aging Network of 10 Area Agencies on Aging and 58 local service provider agencies, as well as other local contractors and grantees.

Cost:

Actual	Estimated	Projected
FY95-96	FY96-97	FY97-98
\$17,228,387	\$17,067,445	\$20,198,575

Objectives:

1. Provide access to services such as transportation, outreach, case management, information and referral at the local level to enable older South Carolinians to receive needed services with a minimum of difficulty.
2. Provide in-home services such as homemaker, personal care, limited home-health care, minor home repair, home-delivered meals and respite services for caregivers at the local level for frail, older individuals when the need cannot be met by other service systems due to income or medical eligibility criteria.
3. Provide for wellness programs and preventive services such as nutritionally balanced hot meals, fitness activities, educational programs, health screening and social support activities to reduce social isolation and maintain good mental health.
4. Assist communities to provide local focal points for aging services through the construction, purchase or renovation of senior centers across the state.
5. Identify, investigate, and resolve complaints made by or on behalf of residents of long term care facilities that relate to action, inaction, or decisions that may adversely affect the health, safety, welfare, or rights of the resident.
6. Provide health insurance counseling, assistance, and referral for older people.
7. Provide job training and placement for older workers eligible for Senior Community Service Employment.
8. Provide information and resource materials for older people and caregivers on aging issues.
9. Provide professional training for aging practitioners and volunteers to enhance their skills in providing quality services.

Performance Measures	Actual FY95-96	Estimated FY96-97	Projected FY97-98
Total people served by Aging Programs	33,887	29,868	30,000
People receiving congregate meals	13,543	12,801	12,500
People receiving home delivered meals	10,323	10,712	11,000
People receiving Level I, II, or III home care	4,282	4,291	4,300
People receiving transportation	7,281	6,471	6,400
People receiving adult day care	251	228	200
People receiving care management	5,555	5,368	5,200
Complaints to Long Term Care Ombudsman	2,498	2,700	2,900
Families of persons with Alzheimer's Disease or Related Disorders (ADRD) receiving info through help lines	329	372	350
Families of persons with ADRD receiving in-home social work assessments	174	145	120
Families receiving ADRD care management	300	300	300
Families receiving ADRD group respite or adult day care	81	147	150
Families receiving ADRD in-home respite services	142	163	150
Receiving insurance counseling, assistance and referral services	2,475	2,204	2,200
Enrolled in Senior Community Service Employment program	303	209	231
Professionals, paraprofessionals, volunteers, and others receiving training	1,571	1,375	1,500
Clinicians receiving consultation on ADRD through Clinicians Consult Line	200		
Home-delivered meals provided	1,303,293	1,328,548	1,350,548
Congregate meals provided	1,131,369	1,164,353	1,170,000
Hrs of Level I, II or III home care provided	226,579	207,793	200,000
Miles of transportation provided	9,664,248	10,435,327	10,500,000
Hours of adult day care provided	139,856	107,544	100,000
Hours of care management provided	20,813	19,142	19,000
Complaints received by Long Term Care Ombudsman	3,087	3,300	3,500
Complaints substantiated, resolved or partly resolved	2,371	2,500	2,700
Advance Directives flyers distributed	2,500	2,000	2,000
Living wills witnessed by ombudsman staff or volunteers	570	400	400
Living wills and Health Care Power of Attorney forms distributed	2,600	3,000	3,000
Dollar savings to beneficiaries through insurance counseling and assistance	\$98,964	\$138,137	\$150,000
Senior centers completed	6	9	12
Average annual cost per participant for all aging services	\$508	\$571	\$612

DIVISION OF VICTIM ASSISTANCE

J. Philip Land, Director

Mission Statement

As mandated by law, the Division of Victim Assistance (DOVA) plans, develops and implements programs and services related to crime victims and crime victim issues in South Carolina. Areas of emphasis include the following: victims' compensation, victim/witness assistance, community development, and training.

Title 16 Article 13 Crime Victims Compensation (CVC) Programs

Costs: (\$6,352,840) 100% of program costs paid for by federal and state offender fines, fees and assessments

CVC Program Goal #1: Prudently channel offender payments to ensure vital victims benefits and services are provided

Objectives

- Administer funds to fulfill statutory responsibilities according to sound accounting and management principles
- Maintain reasonable expenditures on administrative functions by maintaining cost controls
- Analyze revenue and payment trends to ensure solvency of the Crime Victims Compensation Fund

Outcomes Indicators

The Division expended less than 10% of the total agency funds received this fiscal year for administration. By adhering to prudent fiscal practices, DOVA was able to meet critical needs of crime victims. Offender payments were channeled to underwrite these types of victim benefits and services: victims compensation, forensic evidentiary exams, chronic child abuse case advocacy, criminal case complaint review and resolution, Victim/Witness Assistance Program services, training, and information technology.

CVC Program Goal #2 A Rapid Response in processing claims while maintaining case accuracy and sensitivity for each victim

Objectives

- Process claims to completion within 90 days (approximately 12 weeks) of application receipt
- Assess claims at appropriate supervisory levels to ensure that applications are processed consistently and in accordance with statutes and regulations
- Fully utilize the automated claims database to ensure accurate case management and the highest efficiency in reporting methods

Outcomes Indicators

Improved service delivery to victims

- 26% increase in new compensation requests from prior fiscal year processed at existing staff level

-18% increase in the total number of award payments made to victims from prior fiscal year with a lower average time to initiate award remittance

Significant amount of medical treatment compensation disbursed to victims

DOVA provided direct financial assistance to over 3,000 victims of violent crime. The amount of financial aid disbursed to compensate victims increased 6% from the prior fiscal year. Five and a half million dollars was disbursed to crime victims in financial need: the majority (70%) for medical treatment expenses. Crime related bills for which a victim has no means of payment were paid in full for the majority of claimants. Thus, the cost of medical treatment otherwise not reimbursed was entirely covered for all but a few catastrophic cases. The average aggregate award per eligible crime victim was \$2,609, well below the \$15,000 maximum amount available for recovery expenses under the law.

Increased expediency in claims processing time

During this fiscal year, DOVA average claims processing time was less than 10 weeks from application receipt to initiation of award remittance for claims not presenting unusual circumstances. The US Department of Justice Office for Victims of Crime Performance Reports for federal fiscal year 1995 documented that only 18 states processed and paid claims within an average of 17 weeks.

CVC Program Goal #3 Effective Outreach to Victim Responders

Objectives

- Provide consumer-focused victim service to ensure that victim needs are fully identified
- Advise and educate victim responders who inform eligible victims about available benefits
- Assess and verify eligibility for benefits by communicating closely with collateral offices

Performance Outcomes Indicators

Statistics depict that only 12% of victims complete applications themselves: victim advocates from criminal justice agencies assist with 62% of compensation cases, health care providers represent a referral rate of 12%, and non-profit organizations account for 14% of new claims received.

Title 16 Article 15 Sexual Assault & Child Abuse Examinations Program

Costs: (\$395,662) 53% expended from compensation fund; 47% expended from state-appropriated funds

Goal

To provide at no cost to victims, compensation to licensed medical facilities for standardized forensic evidentiary examinations performed in accordance with statutory directives

Objectives

- Maintain successful preventive measures that preclude a backlog of unprocessed claims

Workload Indicators

In the Medical Examination Payments Program, 2,655 sexual assault and 94 child abuse exam claims were submitted and awarded.

Outcomes Indicators

The program no longer retains a backlog of unprocessed claims. A 90-day trial period was arranged involving physician sites to voluntarily assess field utility of improved physical and sexual assault forensic evidentiary exam kits. The *Child Maltreatment* protocol kit combining both physical and sexual exam protocols received a favorable response with only minor adjustments recommended. Evaluation of the *Vulnerable Adult* protocol kit remains ongoing.

Title 16 Article 14 State Victim/Witness Assistance Program

Costs: (\$2,170,367) 70% of program expenditures from offender payments and 30% of program expenditures from state-appropriated funds

Goal: To fulfill DOVA's statutory responsibilities for service, training, and information coordination

Objectives

- Achieve comprehensive training for victim service professionals statewide while promoting services to the public
- Facilitate coordination of non-duplicative victim services
- Serve in an advisory capacity to ensure state level advocacy efforts
- Pursue electronic information-based strategies to evaluate efficacy of statewide service delivery

Synopsis of DOVA Initiatives

DOVA Training & Community Development Projects Section 16-3-1410 (A)(E)

Objectives

- Streamline training to meet grant requirements and an increased demand for training
- Coordinate with multiple state and private sector agencies to produce training to include emphasis on the law involving the Criminal Justice System and to cosponsor regional events addressing vital victimization topics and issues
- Foster mutual understanding between compensation programs and offices that assist victims; to include information dissemination and on-site segments
- Formulate plans for standardized academic based curriculum

Performance Measures

- Training format produced: *The Law in Action Series*, co-sponsorship of 3 regional events, multiple compensation training sessions, and a mentoring component
- The Law in Action Series* featured 5 separate seminars, registered 435 total participants, offered national and state-recognized multidisciplinary experts, and provided over 1,000 resource materials
- Average evaluation score on all training ranged from "good" to "excellent"
- DOVA service description brochure and 2 newsletter issues published and distributed
- DOVA *Crime Victims Compensation Training Synopsis* developed

-Conceptualized victims compensation public information initiatives to be conducted concurrently with violence awareness and prevention campaigns

DOVA Information Technology Plan Section 16-3-1410 (C)

Objectives

Execute first year of contract to develop an updated geographic database suitable for locating the street address of crime victims and court appointed witnesses

Performance Measures

SC Budget and Control Board's Health and Demographics Section graduated mapping capability into 13 selected counties, representing 42% of the state's population

Synopsis of DOVA Victim Assistance Partnerships

Local Victim/Witness Assistance Section 16-3-1410(D) & Appropriations Act 6DD.20-22

Objectives

- Prudently administer and monitor designated funds to the 16 Solicitors to operate a Victim/Witness Assistance Program within their respective judicial circuits
- Enhance local victim services and promote guidelines for all levels of state and local victim assistance and criminal justice offices as they interact with crime victims

Performance Measures

- DOVA collaborated with state criminal justice agencies that have statutory requirements to provide services to crime victims
- Reports assessed both the quality and quantity of Solicitor-based programs
- Solicitors' Offices report serving over 32,500 crime victims (13 judicial circuits reporting)

DIVISION OF HEALTH AND HUMAN SERVICES

Cornelia D. Gibbons, Director

Mission Statement

The Division of Health and Human Services in the Governor's Office of Executive Policy and Programs serves as a center for policy development and inter-agency programmatic planning and coordination designed to improve the health and social status of South Carolinians. The Division emphasizes prevention, governmental accountability and the development of strategies that recognize the family as the foundation for a civil and virtuous society and provide South Carolinians the incentive to live healthy, independent lives of character.

Program Name

Policy Analysis and Research

Goal

Advise Governor on health and human services issues.

Funding State: \$260,962; Other: \$67,986

Outcomes

Government programs and services that recognize the family as the foundation for a civil and virtuous society, provide all South Carolinians the incentive to live healthy lives of character, and commit to the reformation of a positive culture conducive to a healthy society.

Program Name

State Council on Maternal, Infant and Child Health (MICH)

Goal

To improve the health status of pregnant women, infants and children. The MICH Council plans and coordinates health care services for mothers and children, identifies needs, and develops policies and implements a three-year Service Plan to address the health needs of its population.

Funding: State: \$41,500

Outcomes

25.8 % of children in out-of-home therapeutic placement receive mental health evaluations and physical examinations. Project Ideas Coordinators formed a task force to implement a Teen Pregnancy Prevention Initiative in four counties. 13,000 bike helmets were distributed by SAFE KIDS. 450 elementary schools received a copy of Double Dog Safe which teaches children about safety. All hospitals in South Carolina delivering babies received copies of My Baby Keepsake Book for distribution to mothers of the newborns.

Customer Focus: Pregnant women, infants and children.

Program Objectives:

Family Strengthening

Implement family support services statewide to strengthen and preserve families in their communities.

The state system of services will make every effort to prevent the removal of children from their families. If a child must be removed from his family, every effort should be made to return the child back to his family to include kinship care or to an alternate permanent setting as soon as possible.

Placement of a child, who is in the state's custody, into a therapeutic residential setting should occur only when an interagency staffing team has determined that the placement is necessary and only for the period of time required to address the treatment needs of the child. The number of foster care children currently in out-of-home therapeutic placement shall be reduced by 20% by 12/31/96.

Promoting Responsible Reproductive Health

Maintain effort and enhance reproductive health services.

Maintain existing primary and secondary prevention programs targeting adolescent males and females and expand and support community-based abstinence programs for adolescents.

Implement reproductive health programs as outlined in all Federal HHS Waivers.

Promoting Healthy Births

Promote early and continuous access to risk appropriate prenatal care through expanding existing strategies, including Family Support Services and public/ private partnerships at the community level.

Promote and continue to monitor risk appropriate delivery of very low birth weight infants in Level III facilities.

Promote prevention strategies directed at pre-conception reproductive age women through the development of outreach educational efforts and the expansion of existing programs.

Promoting Healthy Childhood

1. -Coordinating Systems of Care

-Increase partnerships between Health and Human Services and Education at the local level.

-Increase education on the concept of collaboration for Healthy Schools.

2. -Immunization : Maintain effort to keep immunization level of two-year-old children at or above 90%.

3. -Childhood Injury: Increase public awareness of causes of childhood mortality due to: drowning, traffic, fire, poisons, bicycles, falls, choking, pedestrian, firearms, fireworks, scald burns, playgrounds and suffocation.

-Expand and update state data on childhood injury.

-Facilitate community-based primary prevention initiatives on playgrounds and suffocation.

Measurable Outcomes:

Family Strengthening

DHEC sponsored a statewide training for staff on child abuse and neglect. DHEC placed priority emphasis on postpartum newborn home visits for infants and mothers who were discharged before 24 hours post delivery.

All districts have received a minimum of 1 to a maximum of 5 visits from their assigned training team for the implementation of Family Support Services. Two meetings were held between state offices. DHEC/ DSS CPS staff were held in May. An overview of Family Support Services was presented.

Adaptations were made with DSS policies and procedures as well as interagency working agreements to comply with the Children's Code Reform Act of 1996.

Promoting Responsible Reproductive Health

DHEC Health Services Deputy area "Family Independence Act" team met monthly with DSS Office of Family Independence Act, rendered a statewide joint DHEC/DSS training teleconference and completed site visits to each of the 13 health districts. It provided support efforts and agencies roles to help women on AFDC to get reproductive health services. STEPS is a statewide program which provides health education and reproductive health services for adults with mental retardation. As of June, 1996, the STEPS program was serving approximately 700 adults. Future plans are to place additional coordinators to absorb the waiting list.

MICH Council Adolescent Risk Reduction Committee is currently devising an abstinence public awareness campaign, "Putting Your Future First".

The Family Planning Program continued working with abstinence-based initiatives in Catawba, Upper Savannah, Trident and Pee Dee Health Districts. DHEC Project Ideas Coordinators formed a Task Force to implement a Teen Pregnancy Prevention Initiative in four counties.

Promoting Healthy Births

The Careline hired a new coordinator. They continue to collect information regarding barriers to early entry to prenatal care. Family Support Services has served approximately 5,765 pregnant women since its implementation in December, 1995.

Annual meetings are held to review Perinatal Surveillance Data in each of the four regions. The primary focus is to identify ways to improve pregnancy outcomes.

Several professional seminars that included information on neural tube defects and prevention of mental retardation were held at the Self Institute at the Greenwood Genetic Center.

Promoting Healthy Childhood

1. -Immunization: Vaccine Assurance for All Children program expansion. The My Baby Keepsake Book program now resides at DHEC in the Careline program. All SC hospitals delivering babies have a current supply of books.
2. -Childhood Injury: Double Dog Safe video was distributed to 450 SC elementary schools. Public service announcements promoting safety were aired on the SC Radio Network.
 - Emergency Room data collection began June, 1996. Report scheduled to be generated in 6 months.
 - More than 13,000 bike helmets were distributed by community SAFE KIDS Coalitions and other organizations.
3. -Coordinating Systems of Care: The Bureau of Maternal Child Health, Division of Women & Children's Services, approved mini grants to each health district to expand public/private partnerships. Thirty new partnerships have been funded with the central component of assuring children medical homes.

Program Name

The State Interagency Coordinating Council for Part H (known as BabyNet in South Carolina) of Public Law 102-119 of IDEA (Individuals with Disabilities Education Act). Effective July 1, 1998, Part H will become Part C of PL 105-117 due to reauthorization of IDEA.

Goal

To advise and assist the Lead Agency for BabyNet, the Department of Health and Environmental Control (DHEC), and other State agencies in the implementation of South Carolina's system of early intervention services for infants and toddlers with developmental disabilities and their families.

Funding: Other: \$89,000

Outcomes

Each child and family receives the early intervention services which directly correlate with outcomes/goals as documented in the child's IFSP (Individualized Family Service Plan), parents and professionals increase their knowledge and ability to care for children with specific disabilities, and all appropriate referrals to BabyNet are made as early as possible.

Customer Focus: Infants and toddlers, birth to 36 months.

Program ObjectivesService Delivery

By September 1997, an interagency team will develop a new universal IFSP (Individualized Family Service Plan) form that effectively documents the current IFSP process.

By September 1998, an interagency team will develop and implement transdisciplinary IFSP training for all staff involved in the early intervention system.

By the year 2000, an interagency team will develop an interagency quality assurance plan which includes continuous quality indicators for the IFSP process and documentation.

Personnel Development

The Institutes for Higher Education Task Force of the Personnel Committee (PC) will develop recommendations for pre-service preparation by Fall 1997.

The Paraprofessionals Task Force of the PC will develop recommendations for personnel standards regarding paraprofessionals who provide intensive one-on-one treatment for infants and toddlers.

The PC will develop recommendations for the South Carolina Early Intervention Credential revisions.

The Discipline Task Force of the PC will identify training needs and make recommendations for Physical therapists, Occupational therapists, and Speech/language pathologists by November 1997.

The Training Committee of the PC will develop recommendations for 1998-1999 clinical seminars by Fall 1997.

The PC will develop recommendations for DHEC and DDSN about strategies and resources for improving assessment procedures for children who are BabyNet eligible by January 1998.

Measurable Outcomes:Local Community Development

- All professionals and parents are aware of local procedures for making a smooth transition.
- All professionals are knowledgeable of intake and referral procedures.
- Parents and professionals are able to address the special needs of infants and toddlers with developmental delays.
- All appropriate referrals to BabyNet are made as early as possible.

Service Delivery

- Each child and family receives the early intervention services which relate to outcomes/goals as documented in the child's IFSP.
- Staff effectively utilizes the IFSP form/process in order to coordinate services relating to outcomes/goals on the child's IFSP.
- The IFSP becomes an effective tool for documenting and monitoring the child's progress.

Personnel Development

- Higher Education Institutions are including information about SC's system of early intervention in their curricula.
- Paraprofessionals providing one-on-one treatment for infants and toddlers are meeting the standards of the state of South Carolina.
- The South Carolina EI Credential is recognized by the Department of Education, the Institutes of Higher Education Commission, and the State Board for Technical and Comprehensive Education.
- More South Carolina therapists are familiar with Sensory Integration and Neuro-Developmental Treatment.
- Parents and professionals increase their knowledge and ability to care for children with specific disabilities.
- Children receive assessments which serve to guide individual program planning.

Program Name

Developmental Disabilities Council

Goal

To advocate and fund initiatives which promote independence, productivity and inclusion for all persons with disabilities in this state.

Funding: Federal: \$1,013,298; State: \$257, 800; Other: \$270, 900

Outcomes

Through Council funding students with disabilities are leaving high school with real job skills and become productive members of the community. In partnership with the Easter Seal Society of South Carolina 2.5 million citizens of South Carolina will become aware of the major systems associated with major disabilities in children and information on how to access needed services.

Customer Focus: Persons with disabilities and their family members.

Objectives

Employment

Promote the increased availability and use of assistive technology and expand the development of assistive devices in the promotion of increased employment opportunities.

Community Living

To promote initiatives which enhance the availability, accessibility and affordability of living options to include education, demonstration and advocacy.

Systems Change and Community Education

Analyze the need for systems change and improvement of services through more accurate, productive and accountable review process.

Prevention

Development of prevention services for persons with head and spinal cord injuries based upon the data evaluation of the incidence and causes of traumatic head and spinal cord injuries in South Carolina.

Measurable Outcomes

Employment

- The Council funded a \$26,896 grant in Williamsburg County to provide employment for 13 persons with disabilities by starting a greenhouse that will provide produce to sell to the public and provide training for supportive employment.
- In Lee, Sumter, and Clarendon Counties the Council funded a \$5,250 grant to provide training in clerical, interview techniques, cash register and grocery store and fast food business, money management and survival skills to an estimated 94 persons with disabilities.
- In Union County the Council funded a \$12,345 grant for employment training that will serve 40 students with special needs in enhancing their employment opportunities after high school.

Community Living

- In Lancaster County the Council funded a \$19,534 grant that utilizes a rented apartment to teach students with disabilities functional academic instruction, social skills, vocational instruction and daily living skills.
- The Council funded a third year grant of \$22,724 to USC Center for Developmental Disabilities to provide integration for school students with disabilities and those without disabilities in after school and summer recreational activities. These community activities focus upon building strengths and social interactions that assist in the promotion of interdependence, community inclusion and productivity.

System Change and Community Education

- The Council funded a \$100,000 grant to the Easter Seal Society of South Carolina to develop and deliver a professionally produced statewide public awareness and education campaign estimated to reach 2.5 million citizens in the next three years. The campaign will help our citizens recognize the early symptoms associated with major developmental disabilities in children and information on how to access the needed services.
- In Charleston, Berkeley and Dorchester counties the Council funded a \$33,787 grant to help families seek information, educate themselves and be involved in the planning and decision making for their child at all levels and at every stage of development.
- The Council funded a second year grant of \$18,222 to the Forest Acres Police Department to provide awareness and education for police officers on crimes against persons with disabilities. This grant also allows persons with disabilities and advocates for persons with disabilities to increase their knowledge of how to protect themselves from various crime situations.

Prevention

The Prevention Committee of the Council continued its promotion of neural tube defects awareness by supporting a statewide public education campaign. The Council supported this initiative by participating in the overall planning of the campaign and production of the public information television commercials featuring Leeza Gibbons and First Lady Mary Wood Beasley. The campaign targeted the general population in South Carolina, which has twice the national average of neural tube defects.

Program Name

Caring for Tomorrow's Children (CFTC)

Goal

To facilitate a reduction in South Carolina's infant mortality rate by promoting healthy pregnancies and healthy infants by emphasizing the importance of early and continuous prenatal care through an educational, public awareness and incentive book campaign.

Funding: Private: \$208,444; Other: \$115,000

Outcomes

Infant mortality has decreased by 26% in 6 years. 30,507 health tip and coupon books were distributed. 50 public service announcements air each month on WCVI, WPDE, WIS and WYFF television stations. Fifteen other states have emulated the program.

Customer Focus: All women of child-bearing age.

Objectives

- To reduce infant mortality in South Carolina.
- To develop statewide public awareness campaign designed to promote early and continuous prenatal care.
- To distribute the health tips and coupon book statewide.

Measurable Outcomes

- In 1995, South Carolina's infant death rate maintained the previous year's record low of 9.4 deaths per 1,000 live births.
- Infant Mortality Rate has decreased by 26% over the previous 6 years.
- 30,507 health tips and coupon books distributed from 2/96 to 3/97.
- CFTC has distributed over 230,000 books since 1990.
- South Carolina's infant mortality rate has declined faster over the last 10 years than the infant mortality rate for the nation as a whole. Improvements have been made in the following areas: number of low-weight births, neonatal mortality, post-neonatal mortality, adequate prenatal care and early prenatal care.
- Developed through the Governor's Office, the CFTC program has received support from both the public and private sector.
- CFTC television partners WCIV in Charleston, WPDE in Florence, WIS in Columbia and WYFF in Greenville air approximately 50 CFTC public service announcements a month.
- CFTC has implemented a CARELINE Hotline where orders for the coupon books are received and serves as a multifaceted help line by providing information on programs and services available to women and children.
- Fifteen (15) other states have emulated the CFTC program.
- CFTC consists of a partnership among the Governor's Office and major corporate sponsors which include the March of Dimes, the Medical University of South Carolina Medical Center, NationsBank, Richland Memorial Hospital, Roche Carolina Inc., and Springs Industries, Inc.

DIVISION OF SMALL AND MINORITY BUSINESS

Cleveland Thomas, Director

Program Goal

The Governor's Office of Small and Minority Business Assistance (OSMBA) was created by Executive Order in October, 1979. Enabling legislation was passed and the program was placed into law as outlined in Article 21 of the Code of Laws of South Carolina, 1981. The primary mission of OSMBA is to promote the interest of small and minority businesses as a part of the free enterprise system; thereby, enhancing economic growth and development in South Carolina. The goals are: to promote the growth and development of small and minority owned businesses in South Carolina; and to advocate that an equitable portion of State procurement contracts be awarded to small and minority owned businesses.

Program Objectives

To increase the number of Minority and Women Business Enterprises (M/WBEs) in South Carolina by soliciting qualified businesses to apply for certification; To increase state agencies expenditures with minority owned businesses and publish the results in an annual Minority Business Enterprise Utilization Report; To continue to be an advocate for small and minority business enterprises in the public and private sectors in order to facilitate partnerships and networking; and to provide activities that bring purchasers and suppliers together periodically for the purpose of "doing business."

Performance Measures (FY96-97)

Workload Indicators:

- 730 certification applications mailed and 515 received for processing;
- 120 recertification applications mailed and 60 received;
- 180 site visits scheduled and 165 completed;
- 140 certifications and 25 recertification applications approved;
- Staff planned and participated in two Braintrust Group meetings;
- Received and analyzed 235 Minority Business Utilization quarterly reports;
- Contacted about 15 vendors per week regarding bid information;
- Conducted ten certification review board meetings;
- Responded to 3900 inquiries about business related matters;
- Published the Minority Business Utilization Report; and
- Prepared the 1997 SC edition of the Minority Business Directory.

Cost Measures

- \$10,500 travel to conduct site visits;
- Minority Business Directories were printed internally thereby resulting in a savings of about \$5,000;
- 90% certification approval rate; and
- 96% site visit completion rate.

Effective Measures

- 500 people attended two Braintrust Group Meetings;
- About \$12,000,000 was spent with certified minority businesses by state procurement activities and over \$30 million by private sector companies;
- Monthly procurement meetings resolved many problems identified as barriers; and
- State agencies supported Braintrust Meetings monetarily and logistically.

DIVISION OF VETERANS AFFAIRS

Eugene Wages, Director

Mission Statement and Authority

Section 25-11-10 provides that the Division of Veterans Affairs shall assist all ex-service personnel, regardless of wars in which their service may have been rendered, in filing, presenting and prosecuting to final determination all claims which they have for money compensation, hospitalization, training and insurance benefits under the terms of federal legislation. These services are extended to eligible dependents, including parents, widows, children and orphans of ex-service personnel. The Division administers the Free Tuition Program for certain war veterans' children. It also must provide administrative support for the Veterans Trust Fund Board of Trustees. In addition, the Division is mandated to provide training for the forty six County Veterans Affairs Officers.

Program Name: Veterans Service

Cost: 100% State funding; \$728,966

Goal: To thoroughly and expeditiously provide individual client assistance to all veterans, their dependents or survivors, in filing, developing, presenting and prosecuting to final determination all claims for benefits under terms of federal and state legislation. South Carolina currently has 376,000 living veterans.

Objectives: Immediate response to requests for assistance as outlined in the Program Goal.

Performance Measures: For FY96/97, The Division of Veterans Affairs budget was \$1.2 million. Veterans Affairs was directly involved in obtaining over \$5.2 million in retroactive benefits for the veterans of South Carolina. During this period, 4869 veterans and 486 widows or orphans were assisted. Veterans Affairs was successful in 56.4 percent of the claims presented before the US Department of Veterans Affairs. From October 1, 1995 through September 30, 1996, the veterans of South Carolina received \$325 million in compensation and pension benefits from the US Department of Veterans Affairs.

Program Name: County Veterans Affairs Officer Training

Cost: 100% State funding; \$350

Goal: To provide an ongoing quality training program to all 46 County Veterans Affairs Officers and their staffs.

Objectives: Develop and present a Basic Training and Annual Refresher Course of instruction for each of the 46 County Veterans Affairs Officers in order that all offices remain current in the area of veterans benefits. These benefits are constantly changing due to revisions in the basic law and decisions by the U.S. Court of Veterans Appeals.

Performance Measures: The Division of Veterans Affairs conducted annual refresher training for County Veterans Affairs Officers and staff during the 1996/97 fiscal year. Forty one persons attended training sessions which were held at seven locations around the state. This represented 33 of the 46 County Veterans Affairs Officers.

Program Name: Aid to Subdivisions

Cost: 100% State Funding; \$521,517

Goal: Provide monetary support for the operation of the 46 County Veterans Affairs Officers.

Objectives: Ensure that all 46 counties receive the Aid to Subdivision monies and that all monies are used for veterans purposes in the Counties.

Program Name: Operation of the Veterans Trust Fund of South Carolina

Cost: 100% State funding; \$275

Goal: To serve the needs of South Carolina veterans by supporting programs, both public and private.

Objectives: Augment and supplement, but not take the place of, services provided by the State and Federal government.

Performance Measures: All members of the Veterans Trust Fund Advisory Board have been appointed by the Governor and confirmed by the State Senate. The Board is in place and setting up guidelines for and administering the Fund. A "Check Off" block is available on the 1997 State Income Tax Form.

DIVISION OF COMMISSION ON WOMEN

Heather Hamby, Director

Mission Statement

The Governor's Office Commission on Women (the Commission) advises the Governor on matters related to the needs of women in South Carolina. The Commission has the responsibility for identifying problems, defining issues and recommending policies and procedures to change practices which prevent full participation of women in society. The Commission acknowledges women in South Carolina who have made noteworthy achievements and advises the Governor so that official and public recognition may be awarded. The Commission promotes networking and coalition building among groups with similar goals.

1. Resource and Referral

Estimated Cost: \$22,500

Goal: To guide women with specific needs to the appropriate agencies or organizations.

Objectives: To compile an internal resource directory to enable the Commission staff to respond to requests for information from citizens, other government agencies and elected officials in South Carolina and elsewhere. Such directory should include a description of the services provided to women by federal, state and local government agencies as well as private, non-profit organizations.

Performance Measures: The Commission staff has developed such a directory which is continually updated to provide the public with current information. The directory has served to enable the Commission staff to efficiently respond to requests for information and/or assistance.

2. Development and Networking of Local and Statewide Coalitions

Estimated Cost: \$22,000

Goal: To serve in an advisory capacity to public and private organizations on issues affecting women.

Objectives: To encourage and assist local and state coalitions of women and organizations in studying issues, in becoming more effective advocates and in bringing positive change to their lives and communities.

Performance Measures: During 1996-97, the director served in an advisory capacity on various committees of other South Carolina agencies such as the Commission on Higher Education, the South Carolina State Housing Authority Housing 2000 Project, the Juvenile Female Offender Program Development Committee of the Department of Juvenile Justice, the Women's Policy Review Committee at the Department of Probation, Pardon & Parole and the Division of Victim Assistance Policy Committee. The director participated in various community and government programs which address violence against women such as the YWCA Week Without Violence, the Attorney General's Office program for Violence Against Women and the South Carolina Department of Public Safety's S.T.O.P. Violence Against Women of South Carolina. The director served on the advisory board of Women in Higher Education Administration, on the executive committee of Advocates for Women on Boards and Commissions and on the advisory

board of Women's Community Residence (LRADAC). Other organizations with which the Commission worked include the South Carolina Department of Archives and History, the State Museum, the Historical Columbia Foundation, SC-ETV, Business and Professional Women of South Carolina, the College of Charleston, Columbia College, the Women's Studies Program at the University of South Carolina and the Women's Legislative Caucus. In addition, the Governor's Office Commission on Women reported demographic information about the status of South Carolina's women at DHEC's Primary Prevention Initiative: South Carolina Healthy People 2000 Coalition.

3. NEW Options (Nontraditional Employment for Women)

Estimated Cost: \$49,840 (50%-in-kind, 50%-federal grant)

Goal: To encourage and support training and careers for women in nontraditional fields of work (i.e., fields that employ less than 25% female workers).

Objectives: To encourage nontraditional employment into the workforce of South Carolina by enhancing the attractiveness, practicality and accessibility of nontraditional employment as well as coordinating strategies and activities to improve the ability of women to choose and enter nontraditional employment; and to support the Governor's Office in its employment and economic development efforts by assisting women in the move from systems of support into self-sufficiency enabling them to provide for their families.

Performance Measures: NEW Options (the Project) is a project funded through the Commission and the Job Training Partnership Act (JTPA) within the Governor's Office Division of Education. The Project has a Leadership team composed of people across the state having a vested interest in addressing nontraditional training and employment for women including representatives from the Division of Education, the National Association of Women in Construction, and the South Carolina Educational Television Network. The Project formed a local NEW Options Leadership Team in the Florence-Darlington area and began development of a Leadership Team in Greenwood to promote opportunities for women in their communities. The Project developed materials to provide information about nontraditional issues and opportunities including the production of a video with SC-ETV showcasing five women who are employed in nontraditional fields.

4. Women's History Month

Estimated Cost: \$3,141

Goal: To increase awareness of achievements of historic women in South Carolina.

Objectives: To participate in events celebrating Women's History Month.

Performance Measures: In recognition of Women's History Month, the Commission participated in a ceremony honoring Florence area women for the contributions they made to their communities. In conjunction with this event, the Commission compiled a research document entitled "Women of the PeeDee: A fine and long tradition of community leadership." The event was a collaborative effort with the Alpha Kappa Alpha Sorority, the Delta Sigma Theta Sorority, the Eureka Club, the Florence Area League of Women Voters, the National

Council of Negro Women: Florence Section & Florence-Bethune Section, the Pee Dee Coalition Against Domestic & Sexual Assault and the Tea & Topic Literary Club. A presentation on the importance of demographic information and its contribution to public policy changes in the state of South Carolina was made at the Family Service Center's celebration of Women's History Month.

DIVISION OF OMBUDSMAN AND CITIZEN SERVICES

W. Jefferson Bryson, Director

Mission Statement

The Division of Ombudsman and Citizen Services is comprised of four departments designed to address the inquiries, concerns, and complaints of constituents. These four departments are: the Information, Referral, Research and Special Projects Unit; the Office of Children's Affairs; the federally funded Client Assistance Program; and the Crime Victims' Ombudsman. Through these departments, the Division either resolves or refers both written and verbal complaints to government agencies and ensures that clients of various state agencies are properly served by those agencies.

Programs

Program Name: Information, Referral, Research and Special Projects Unit.

Cost: \$382,672

Goal:

The majority of constituent concerns and inquiries addressed to the Governor are handled by this unit. The Division strives to satisfactorily resolve or appropriately refer virtually any conceivable question, complaint or request a citizen might have. As the referral source within the Governor's Office, Division staff must have both general and program-specific knowledge of various state, federal, and local services. Division staff assess each situation in a non-judgmental and compassionate manner and provide the constituent with appropriate information and/or referral for further assistance.

Program Objectives:

- 1) To immediately respond to constituent telephone inquiries and complaints as efficiently as possible.
- 2) To maintain and improve an automated mail log and tracking system for all mail routed to the division.
- 3) To appropriately respond to the Governor's mail routed through the Division, which averages fifty letters a day. Under ideal conditions, we respond to letters within a twenty-four hour period.

Performance Measures:

Constituents Served: Approximately fifty letters per day and between fifty and one hundred and fifty telephone inquiries per day.

Program Name: Governor's Office of Children's Affairs which consists of three components: the Children's Case Resolution System (CCRS), the Investigative Unit, and the Ombudsman Unit.

Cost: \$172,181

Goal:

The Office of Children's Affairs identifies and addresses deficiencies in the child service delivery system from both an agency and a client consumer perspective. The Office serves as an advocate for children and interacts with other agencies to eliminate these deficiencies and continually improve service to South Carolina's children and families. The Children's Case Resolution

System (CCRS) within the Office of Children's Affairs provides mediation and arbitration for cases that cannot be adequately resolved through the service delivery system. The Investigative Unit immediately examines allegations of child abuse and neglect in facilities licensed by the State Department of Health and Environmental Control. Since our children are among our most at-risk citizens, it is imperative that the Office of Children's Affairs be proactive in the protection of and advocacy for these children. It is essential that those who are least able to protect themselves be represented by knowledgeable, caring professionals.

Program Objectives:

- 1) To initiate investigations within twenty-four hours of allegations of abuse and neglect of children in public or private health care facilities and to resolve such cases within forty-five days.
- 2) To conduct staffings of all cases not resolved on the local level on a semi-annual or as-needed basis of children with emotional, physical and educational needs which are not being adequately met by the State's service delivery system.
- 3) To attend lead agency staffings to ensure children receive appropriate services by designating responsibilities of each providing agency.
- 4) To monitor all children placed in treatment facilities outside South Carolina.
- 5) To participate in interagency staffings to help redefine children's services.
- 6) To appropriately respond to the Governor's mail and constituent telephone inquiries and complaints with regard to children and children's services routed through the Ombudsman Division.

Performance Measures:

Clients Served: The Investigative Unit investigated twenty-six cases for child abuse and neglect in residential treatment facilities licensed by the Department of Health and Environmental Control this past fiscal year. CCRS participated in one hundred and sixty-eight staffings and accepted sixty-three referrals for case resolution. Attended one hundred and forty-six meetings with various state agencies and children's committees focusing on children's issues and concerns.

Program Name: Client Assistance Program (CAP)

Cost: \$115,000

Goal:

The goal of the Client Assistance Program (CAP) is to facilitate consumer use of rehabilitation services. This facilitation is provided by carrying out the mission of the CAP in a caring, knowledgeable, and professional manner. The objectives of the CAP are:

- 1) to provide to the citizens of South Carolina accurate information concerning the programs funded under the Rehabilitation Act of 1973, as amended, and title I of the Americans with Disabilities Act and to refer to other agencies as appropriate,
- 2) to successfully assist individuals with disabilities in resolving differences with programs funded under the Rehabilitation Act using procedures designed to ensure that, to the maximum extent possible, good faith negotiations and mediation procedures are used before resorting to formal administrative or legal remedies,

- 3) to provide extensive outreach to the persons with disabilities of the state who have been traditionally underserved or unserved, and
- 4) to identify systemic issues within service delivery agencies and to recommend to the agencies methods of resolving these issues.

Performance Measures: In line with the mission and program goal/objectives of the Client Assistance Program (CAP), the following performance measures are presented:

A. Individuals Served: The following is a breakdown of individuals served during this period in comparison to the previous period:

	<u>FY97</u>	<u>FY96</u>
Information and Referrals	2115	1306
Client Cases	142	139

B. Efficiency: As with other agencies involved in the human service area, performance efficiency and outcomes for the CAP are difficult to define as the CAP is providing intangible services (i.e. information, referral, and representation). However, the goal of the CAP is to facilitate consumer use of rehabilitation services. As such, one arbitrary performance outcome measure could be the ratio of cost per person served based upon the entire CAP budget for the particular fiscal year. Although this is an arbitrary figure, it does imply a measure of success.

	<u>FY97</u>	<u>FY96</u>
Cost per person served	\$54.30	\$81.69

These figures, while arbitrary, are substantially below the minimal cost of resolving a case at the litigation level. It is estimated that resolving a case at the litigation level would cost approximately \$2,700.

Another performance measure tied to the objectives of the CAP is outreach efforts with emphasis on providing these services to underserved and unserved populations of persons with disabilities.

Efficiency outcome of this objective can be measured by comparing the percentage of this population (African-Americans as identified by the funding source) living in South Carolina to the percentage of this population served as full cases by the Program. African-Americans currently represent approximately 29% of the total population of the state. Extensive outreach to this population resulted in approximately 37% of the total full cases served being African-American. This is approximately 8% higher than the State ratio for this group. Additionally, this year 2 persons of Hispanic and 1 person of Native-American origin were served. This is the first year that the CAP served persons of these ethnic origins.

Program Name: Crime Victims' Ombudsman

Cost: \$125,000

Funds transferred from the Division of Victim Assistance and are derived from fines and fees levied against offenders.

Goal:

The Crime Victims' Ombudsman provides three main services: refers crime victims to appropriate agencies, provides liaison services, and reviews and attempts to resolve complaints against elements of the criminal and juvenile justice systems or victim assistance programs. The Crime Victims' Ombudsman is an impartial third party that is neither an advocate for victims nor a defender of bureaucracy. The goal of the Crime Victims' Ombudsman is to attempt to ensure that all crime victims are served justly, equitably, and fairly by South Carolina's criminal justice organizations.

Objectives:

- 1) To efficiently resolve complaints made by crime victims.
- 2) To deliver relevant, timely, impartial, and accessible services.
- 3) To act as a resource to criminal justice organizations, crime victims, and the public to prevent future complaints.
- 4) To increase public awareness of services offered by the Crime Victims' Ombudsman.
- 5) To ensure ethical performance and accountability.

Performance Measures:	FY 96 - 97
Information/referrals	245
Client cases/complaints	105
Number of victims served	911
Total speaking engagements and training programs	17
Total Boards and Committees	5

Outcomes:

Percentage of FY 96-97 contacts which resulted in referral or information: 70%

Percentage of FY 96-97 contacts which resulted in an official inquiry (complaint): 30%

*Percentage of 1996 cases in which law enforcement was the subject of a complaint: 63% *Percentage Substantiated:* 33%

*Percentage of 1996 cases in which a solicitor's office was the subject of a complaint: 40% *Percentage Substantiated:* 47%

*Percentage of 1996 cases in which a state agency was the subject of a complaint: 16% *Percentage Substantiated:* 12%

*Percentage of 1996 cases in which a
**magistrate was the subject of a complaint: 6% *Percentage Substantiated:* 0%

*Percentage of 1996 cases in which a coroner was the subject of a complaint: 4% *Percentage Substantiated:* 0%

*Percentage totals do not equal 100% due to some cases having multiple complaints against multiple subjects. Totals include only calendar year 1996 cases as third and fourth quarter totals for FY96-97 have yet to be tabulated. An increase in requests for services due to the passage of the Crime Victims' Constitutional Amendment is anticipated.

**The Crime Victims Ombudsman has no authority to make inquiries into complaints against the judicial system.

DIVISION OF VOLUNTEER SERVICES

Jean Moore, Director

Mission Statement

The Division of Volunteer Services serves as a liaison between private nonprofit, local, state and national volunteer organizations and the Governor's Office. In 1978 South Carolina enacted the South Carolina State Government Volunteers Act No. 544, Section 8-25-10, et. seq. authorizing every department to develop volunteer programs. The intent of the Volunteer Act is to encourage state agencies to use volunteers.

The President's Summit of April 1997 was designed to organize community leaders to create community service with the South Carolina Commission on National and Community Service playing an active role. Their goal is to coordinate efforts in volunteerism with emphasis on children's issues. The Director of Volunteer Services serves as Executive Director of the South Carolina Commission.

Program Name:

Volunteer Services

Goal:

To enhance services to the citizens of the State through coordination of volunteers in state agencies and Private Nonprofit Organizations

Objectives:

To work with Emergency Preparedness to coordinate use of organized state volunteer association (South Carolina Association of Volunteer Administration "SCAVA") to respond to citizen needs in the event of a disaster.

Performance Measures:

To promote volunteerism in private nonprofit organizations and to coordinate with state agencies that use volunteer services
Networking of Emergency Preparedness, VOAD (Voluntary Organizations Active in Disaster) and Volunteer Management Initiative Team (Clemson University Extension Agencies) with "SCAVA" and state agencies and private nonprofit organizations in the event of a disaster.

State Appropriation for Office of Volunteerism: \$49,248

Program Name:

AmeriCorps

Goal:

The AmeriCorps Program is a national service initiative to engage Americans of all ages and backgrounds in community-based service.

Federal Appropriation for Finance and Administration Dollars is matched by the state rate of 30%.

Federal Appropriation: \$116,405

Objective:

The AmeriCorps Program has four priorities:

- Education
 - a. School Readiness
 - b. School Success
- Public Safety
 - a. Crime Control
 - b. Crime Prevention
- Human Needs
 - a. Health
 - b. Home
- Environment
 - a. Neighborhood Environment
 - b. Natural Environment

Performance Measures:

South Carolina has received \$2,000,000 in grants for the AmeriCorps Program for 1994-1997. Educational awards have been earned by sixty five (65) individuals in the year 1994-1996. In the 1995-1996 AmeriCorps Program, eighty five (85) participants received educational awards with an additional eighty (80) being eligible to receive awards from the \$933,456 funding for year three (1996-1997) of the program.

Program Name:

Governor's Volunteer Awards

Goal:

Governor's Volunteer Awards recognizes citizens who give of their time and energy to those less fortunate.

Objectives:

To recognize individuals in seven categories for outstanding volunteer service.

To obtain a proclamation for South Carolina Volunteer Week by Governor David M. Beasley.

Performance Measures:

One hundred thirty-five nominations were received for the seven categories. Mrs. Beasley presented the awards at a ceremony at the State Museum and a proclamation signed by the Governor recognized South Carolina Volunteer Week April 13-19, 1997.